

**CLAIMS**

What is claimed is:

1           1.     A method for providing customer support to an electrical device user,  
2     comprising the steps of:  
3           establishing a communications link between a customer support representative  
4     and the user with a customer support unit associated with the electrical device; and  
5           transmitting communications of the customer support representative to the  
6     user while the user is at the electrical device via the customer support unit.

1           2.     The method of claim 1, wherein the step of transmitting  
2     communications of the customer support representative comprises the step of  
3     transmitting audio and video data of the customer support representative to the  
4     customer support unit.

1           3.     The method of claim 1, further comprising the step of transmitting  
2     communications of the user to the customer support representative via the customer  
3     support unit while the user is at the electrical device.

1           4.     The method of claim 3, wherein the step of transmitting  
2     communications of the user comprises the step of transmitting audio and video data of  
3     the user to the customer support representative.

1           5.     The method of claim 1, further comprising the step of presenting the  
2     customer support representative with information about the status and settings of the  
3     electrical device.

1           6.     The method of claim 5, further comprising the step of permitting the  
2     customer support representative to change settings of the electrical device.

1           7.     A system for providing customer support to an electrical device user,  
2     comprising:

3                 means for transmitting customer support representative communications  
4     across a network; and

5                 means for presenting the customer support representative communications to a  
6     user at the electrical device.

1           8.     The system of claim 7, wherein the means for transmitting customer  
2     support representative communications comprises a microphone and video camera  
3     that are adapted to receive audio and video data of the customer support representative  
4     and wherein the means for presenting the customer support representative  
5     communications to the user comprises a speaker and a display that provide the user  
6     with audio and video data of the customer support representative.

1           9.     The system of claim 8, wherein the means for transmitting customer  
2     support representative communications further comprises network interface devices.

1           10.    The system of claim 7, further comprising means for transmitting user  
2   communications to the customer support representative.

1           11.    The system of claim 10, wherein the means for transmitting user  
2   communications to the customer support representative comprises a microphone and  
3   video camera that are adapted to receive audio and video of the user.

1           12.    The system of claim 7, further comprising means for presenting  
2   information regarding electrical device status and settings to the customer support  
3   representative.

1           13.    The system of claim 12, wherein the means for presenting information  
2   regarding electrical device status and settings comprises a web server module.

1           14.    The system of claim 7, further comprising means for allowing the  
2   customer support representative to change settings of the electrical device.

1           15. A system for providing customer support to a user of an electrical  
2 device, comprising:  
3           a customer support unit that is adapted to electrically connect to the electrical  
4 device, the customer support unit comprising a speaker and a display that are adapted  
5 to present audio and video data of a customer support representative to the user; and  
6           network interface devices that are adapted to transmit and receive  
7 communications across a network.

1           16. The system of claim 15, wherein the customer support unit further  
2 comprises a microphone and video camera that are adapted to capture audio and video  
3 data of the user.

1           17. The system of claim 15, wherein the network interface devices include  
2 a modem adapted for transmitting and receiving communications across the Internet.

1           18. The system of claim 15, further comprising a web server module  
2 adapted to generate web pages containing information about the status and settings of  
3 the electrical device.

1           19. The system of claim 15, further comprising a communications module  
2 that is adapted to facilitate communications between the system and a customer  
3 support representative.

- 1           20.    A printer adapted for electrical connection with a peripheral device,  
2    comprising:  
3           a speaker configured to present audio data of a customer support representative  
4    to a user;  
5           a display configured to present video data of the customer support  
6    representative to a user;  
7           a microphone configured to capture audio data of the user; and  
8           a video camera configured to capture video data of the user.